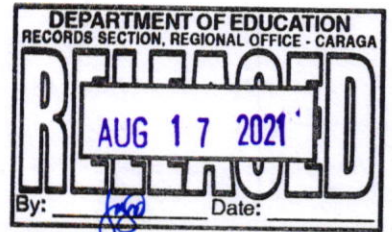




Republic of the Philippines
Department of Education
 CARAGA REGION



August 16, 2021

REGIONAL MEMORANDUM
 No. 629, s. 2021

To: ASSISTANT REGIONAL DIRECTOR
 SCHOOLS DIVISION SUPERINTENDENTS
 ASSISTANT SCHOOLS DIVISION SUPERINTENDENTS
 This Region

SUBMISSION OF SUPPORTING DOCUMENTS TO DEPED STREAMLINING AND PROCESS IMPROVEMENT FOR THE GRANT OF FY 2020 PERFORMANCE-BASED BONUS

- This Office hereby disseminates the enclosed Memorandum DM-HROD-2021-0011 entitled Supporting Documents to DepEd Streamlining and Process Improvement for the Grant of FY 2020 Performance-Based Bonus.
- Attention is hereby invited to the deadline of submission of the following documents on or before August 18, 2021 through the link <https://bit.ly/DepEdDigitization2020>.

Documents	Instructions/Descriptions
1. Updated service/s reflecting digitization and streamlining initiative/s for 2020	Fill out Annex B (enclosed) This is the format prescribed by ARTA Check: https://www.deped.gov.ph/about-deped/citizenscharter for reference Use Annex C (enclosed) as guide in checking entries on Annex B
2. Proof of implementation of digitization/streamlining	Narrative, photos, screenshots showing that changes were implemented
3. Results of Citizen/Client Satisfaction Survey (CCSS) for 2019 and 2020	Comparison CCSS Reports underlining higher rating due to improvement in services

- Considering that the Regional Office is required to nominate at least five (5) SDOs with service innovations, regardless whether the frontline services included in Annex A of the said DepEd Memorandum, all schools division offices shall furnish this Office the copies of the required documents and email to caraga@deped.gov.ph.
- For your information, guidance and compliance.

EVELYN R. FETALVERO, CESO IV
 Director IV

Encl.: Memorandum DM-HROD-2021-0011
 Reference: Memorandum DM-HROD-2021-0011
 To be indicated in the Perpetual Index, under the following subjects:

ASD/mcd
 08/16/2021

ARTA

MEMORANDUM

REPORTS



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Republika ng Pilipinas

Department of Education

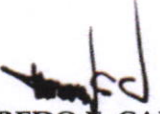
OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

#9993

MEMORANDUM
DM-HROD-2021-0011

TO : **Regional Directors**
Schools Division Superintendents

FROM : 
WILFREDO E. CABRAL
Regional Director, DepEd NCR and
Officer-In-Charge, Office of the Undersecretary
Human Resource and Organizational Development

SUBJECT : **Supporting Documents to DepEd Streamlining and Process Improvement for the Grant of FY 2020 Performance-Based Bonus**

DATE : 03 August 2021

The Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting System (AO 25 Secretariat) released Memorandum Circular No. 2020-1, or the *Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2020*, which stipulated under Section 5.2, Streamlining and Process Improvement (SPI) of Agency's Critical Services as one of the criteria to qualify for the grant of PBB for FY 2020. With this requirement, the agency is therefore mandated to comply by ensuring that the critical services declared in the DepEd's Citizen Charter (CC) 2020 have been streamlined and improved in consideration of the emerging challenges and concerns brought about by the COVID-19 pandemic.

In compliance with the Guidelines as well as in conformance with the requirements of the Anti-Red Tape Authority (ARTA), the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED) has initially reviewed DepEd's Citizen Charter as a result of its capacity building activities wherein the best practices on process improvement of critical services from all governance levels have been shared and discussed.